
ACE MATTHEWS

IT TECHNICIAN

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219-256-5309

Profile

A+ Certified IT Technician experienced in support, troubleshooting, and repair.

Employment

HelloTech

Technician

Chicagoland and Northern Indiana

January 2019 - Current

In-home consumer tech support. Installation, troubleshooting, repairs and maintenance of Windows computers, Macintosh computers, Android devices, iOS devices, printers, scanners, external hard drives, monitors, modems, routers, smart home devices, AV equipment, and security cameras. Setup, troubleshooting, and repair of LANs

Instacart

Full Service Shopper

(Personal Shopper and Delivery Driver)

Chicagoland and Northern Indiana

October 2018 - Current

Provide customer service via phone, text chat, and in person. Utilize time management skills to ensure all deliveries are made on time. Utilize attention to detail to ensure purchase of the exact items customers request. Utilize critical thinking skills to find replacements when an item is unavailable.

Time Warner Cable

Tech Support

2007 - 2008

Provided ISP technical support over the phone. Remote troubleshooting of Windows computers, Macintosh Computers, routers, modems, and VoIP phones.

Certification

CompTIA A+ Certified

COMP001006772727

Issued April 2008. No expiration date.



IT Technician

Currently working towards Network+ certification